

## Job Description

| Key Position Information        |   |
|---------------------------------|---|
| Job Title<br>Operations Manager | Business Unit<br>Western Port Ferries / Naturaliste Tours   |
| Reports to<br>CEO               | Positions Reporting to this one<br>Vessel Crew, Operations Staff, Maintenance Staff.<br>Naturaliste Tours Staff |
| Department<br>Operations        | Location<br>Stony Point, Victoria   |
| FTE<br>1                        | Effective Date<br>1/4/2018  |

| Job Purpose   |
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| <i>Why does the job exist? What is the significance of the job in terms of the company operations?</i>  |
| <p>The Operations Manager is responsible for the day-to-day operational requirements of delivering quality experiences. Reporting to the CEO, the Operations Manger is responsible for the daily operations of the vessels, vehicles, tour operations and ongoing maintenance and plays a pivotal role in the overall success of the operation. This is a key leadership position within the company.</p> <p>The Operations Manager is Responsible for:</p> <ul style="list-style-type: none"> <li>• Managing all aspects of Western Port Ferries operations and drive the highest level of operational performance and reliability</li> <li>• Ensuring the safe provision of ferry services for staff and passengers</li> <li>• Assisting in the compliance with, and the continual improvement of the Business Management System</li> <li>• Ensuring all operational staff comply with OH&amp;S legislation and regulations as well as all company policies and procedures</li> <li>• Providing performance reporting for established key performance indicators</li> <li>• Undertaking workplace investigations and counsel staff as required</li> <li>• Identifying and implementing performance improvement strategies to deliver operational performance at the most efficient cost possible</li> </ul> |

| OBJECTIVES                         | Key Performance Indicators   | Weighting |
|------------------------------------|--|-----------|
| Standardise Operations             | <ul style="list-style-type: none"> <li>• Ensure the safe operations of all vessels and vehicles</li> <li>• Manage all staff within the operations team.</li> <li>• Develop company policy in regards to the safety and wellbeing of staff and customers and ensure compliance to policies.</li> <li>• Ensure the reliability and efficiency of the vessel and the ferry service.</li> <li>• Ensure adherence to company policy and procedures in regards to the reliability, punctuality, efficiency and smooth functioning of the ferry service and tour operation</li> <li>• Ensure the vessel, crew and passengers are prepared for all on board emergencies through regular drills and training.</li> <li>• Develop solutions to problems and issues in a timely and proactive manner</li> <li>• Ensure the development, delivery and adherence to the company Safety Management System.</li> <li>• Oversee the Maintenance Management Systems, including supervising out-of-water maintenance works.</li> <li>• Lead the response during emergencies and training exercises.</li> <li>• Ensure operations comply with the Marine Safety( Domestic Commercial Vessel) National Law Act 2012</li> </ul> | 50%       |
| Deliver Excellent Customer Service | <ul style="list-style-type: none"> <li>• Ensure a high level of customer service and excellence throughout the customer experience chain</li> <li>• Ensure the ferry travel process is smooth, efficient, happy and informative for customers.</li> <li>• Ensure that the vessel, vehicles and the staff reflect all areas of company policy and procedure.</li> <li>• Interact positively with customers and staff</li> <li>• Ensure crew maintain high levels of customer service</li> <li>• Strive to develop a world class passenger experience onboard vessels.</li> </ul>  | 20%       |

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| Enhance Culture   | <ul style="list-style-type: none"> <li>• Regularly consult with staff and management on how processes and systems can be improved</li> <li>• Manage and conduct training with crew to develop skills and knowledge</li> <li>• Manage change throughout the Operations Department</li> <li>• Conduct regular staff appraisals for Operational Staff</li> <li>• Maintain positive relationships with all Operational Staff.</li> </ul>                             | 15% |
| Develop the Brand | <ul style="list-style-type: none"> <li>• Understand what the customer wishes to receive for the price of their ticket – not just getting from A to B</li> <li>• Ensure staff actively engage with the customer throughout their time on board the vessel.</li> <li>• Maintain positive relationships with all stakeholders and the community.</li> <li>• Support other areas of the company in the development and implementation of new initiatives.</li> </ul> | 5%  |

| OBJECTIVES                         | Key Performance Indicators   | Weighting |
|------------------------------------|--|-----------|
| Increase Revenue and Profitability | <ul style="list-style-type: none"> <li>• Ensure the highest levels of scrutiny and responsibility are maintained when dealing with staff issues, time sheets and rostering.</li> <li>• Maintain compliance within the company financial systems, including budgetary compliance and cost forecasting</li> <li>• Develop measures for costs savings and efficiencies within the company operations</li> </ul> | 10%       |

| Key relationships |   |
|-------------------|---|
| Internal          | Ferry Crew – Masters, and GPHs<br>Naturaliste Tours staff and guides<br>Maintenance Staff<br>Operational staff<br>Employees within other departments<br>Management team members |
| External          | Ferry customers<br>Government bodies, Public Transport Victoria, Parks Victoria, Port of Hastings.<br>Service providers and suppliers – eg. ship yards, contractors etc         |

| Required Credentials |   |
|----------------------|---|
| Qualifications       | <p>ESSENTIAL</p> <ul style="list-style-type: none"> <li>• A formal qualification in management, maritime, tourism or customer service</li> <li>• Senior First Aid</li> </ul> <p>DESIRABLE</p> <ul style="list-style-type: none"> <li>• Master Class 5 or MED 3 (or higher)</li> <li>• Elements of Shipboard Safety/ STCW95 (OHS)</li> <li>• A formal qualification in Engineering or vessel management</li> </ul> |

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| Knowledge | <p>ESSENTIAL</p> <ul style="list-style-type: none"><li>• A strong understanding of commercial tourism operations</li><li>• A working understanding of the relevant legislation, standards and procedures that apply to commercial vessels</li><li>• Understanding of Safety Management Systems and their implementation</li><li>• Strong understanding of technology/computers</li><li>• Understanding of national and state legislation and policy (NMSC, WorkSafe, Navigation Act)</li></ul> <p>DESIRABLE</p> <ul style="list-style-type: none"><li>• A working knowledge of the tourism or passenger transport industries</li><li>• A high level of knowledge relating to marine systems, propulsion and general engineering.</li><li>• Knowledge of the local area</li><li>• Knowledge of human resources/ Industrial relations and its relevant policies/ legislation</li></ul> |
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**Required Credentials**

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| Experience | <p><b>ESSENTIAL</b></p> <ul style="list-style-type: none"> <li>• Experience in Management within the tourism or passenger transport sectors</li> <li>• Experience in customer service</li> <li>• Experience in leadership/management and staff engagement</li> <li>• Experience in engineering problem solving and proactive vessel maintenance.</li> </ul> <p><b>DESIRABLE</b></p> <ul style="list-style-type: none"> <li>•</li> <li>• Experience in developing procedures, policy and management systems</li> </ul>  |
| Qualities  | <p><b>ESSENTIAL</b></p> <ul style="list-style-type: none"> <li>• High level leadership and managerial skills</li> <li>• The ability to work varied hours including weekends and public holidays</li> <li>• The ability to lead and manage a team</li> <li>• A professional image</li> <li>• The ability to interact and maintain positive relationships with all staff</li> <li>• A high level of customer service</li> <li>• Punctual, reliable and flexible</li> <li>• The ability to work under pressure</li> </ul> <p><b>DESIRABLE</b></p> <ul style="list-style-type: none"> <li>• A practical and problem solving outlook when completing tasks</li> </ul> |

**Duties**

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| Major Duties | <ul style="list-style-type: none"> <li>• Manage the safe, efficient and reliable operation of passenger vessels and vehicles</li> <li>• Ensure the adherence and development of safe policies and procedures.</li> <li>• Maintain a high standard of professionalism and accountability throughout all operations.</li> <li>• Train and develop staff within the operations department.</li> <li>• Ensure the safety, seaworthiness and reliability of the fleet</li> <li>• Oversee the daily management of operations staff</li> <li>• Ensure operations meets all key targets and continually strive for improvements to the service</li> <li>• Work with staff to develop the Safety Management System</li> <li>• Manage all Maintenance through the use of the MEX system</li> <li>• Lead the Operations team</li> <li>• Work as a member of the senior management team</li> <li>• Ensure a thinking, customer focussed approach to all aspects of vessel operations</li> <li>• Manage problems / issues as they arise</li> <li>• Develop rosters, training plans and staff incentives</li> <li>• Use technology to assist daily tasks such as Trello, Tanda, Mex and WhatsApp</li> </ul> |
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| General Duties | <ul style="list-style-type: none"><li>• Problem solve and manage all onboard issues/ emergencies</li><li>• Deal with daily issues which may arise on the vessels</li><li>• Oversee the progression of mechanical issues and maintenance as required</li><li>• Ensure financial compliance</li><li>• Be involved with broader company planning and feedback processes</li><li>• Manage the operations to met key performance indicators.</li></ul> |
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